

Submitted to the Canadian Transportation Agency (Form submission)

Subject: Consultation on proposed changes to strengthen the Air Passenger Protection Regulations

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Date: 2023-07-17

Airlines are making decisions that have ripple effects and claiming that the resulting issues are not their fault. Additionally, they are claiming delays/cancellations are outside of their control when they obviously were within the airlines control and assuming that passengers won't want to submit with CTA and wait out the process.

Some ideas for improving these problems:

- Penalize airlines for airline cases that are overturned by CTA
- Force the airline to contact and inform all passengers of an overturned case that they are eligible for payout

Hopefully, the added costs associated with this will incentivize the airlines to make the correct ruling and resolution the first time.